

TRICARE 3
Access Improvement Project
Learning Session 4
Agenda

Thursday, September 25, 2003

7:00 — 7:45 am **Registration and Breakfast**

7:45 - 8:15 am **Welcome**

- Agenda Review
- Round-table of Needs
- Preliminary Discussions

Mark Murray, MD, MPA, and Barbara Boushon, RN, BSN

8:15 - 9:30 am **Team Reports of Progress (4 reports)**

Shaw
Moody
Charleston Naval
Ft. Jackson (plans or progress)

9:30 – 9:45 **BREAK**

9:45 – 10:30 **Team Reports (4 reports)**

Robins
Charleston AFB
Beaufort

10:30 – 11:30 **TRICARE On-line**

11:30 am — 12:30 pm **LUNCH**

	Track 1 (Dr. Mark Murray)		Track 2 (Barb Boushon)
12:30 – 1:45 pm	Access Improvement: How to See it Differently	12:30 – 1:30 pm	Sustaining the Gains and Spread: Part 2
		1:30 – 1:45 pm	Marketing to your Staff
1:45 – 2:00 pm	BREAK	1:45 – 2:00 pm	Marketing to the Beneficiary
2:00 – 3:15 pm	Access Improvement: How to Do it Differently	2:00 – 2:15 pm	BREAK
		2:15 – 3:15 pm	Team Meeting on Sustaining the Gains and Spread
3:15 – 4:00 pm	Q & A	3:15 – 4:00 pm	Issues and Q& A

4:15 pm **Close**

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Friday, September 26, 2003

7:00—7:45 am

Registration and Breakfast

7:45—9:15 am

Task Analysis—Pick a different task.....

Mark Murray, MD, MPA, and Barbara Boushon, RN, BSN

9:15—9:30 am

Break

9:30—11:00 am

Improving a Process---choose an ineffective process to redesign

Mark Murray, MD, MPA, and Barbara Boushon, RN, BSN

11:00 am—12:00 pm

Lunch

12:00 pm—1:15 pm

Team Meetings – What Are the Next Steps for Your Team?

Teams to develop plans for change in all the High
Leverage Change areas

Teams, Mark, and Barb

1:15—2:15 pm

Team Reports

Planned Tests of Change

Teams

2:15—2:30 pm

Project Wrap-up – Just a Beginning!

- Conference Calls-What do you want?
- Progress Reports-Final data call for CG
- Listserv-What do you want?